

**Administrative Support  
Career Path III**



SERIES NUMBERS	SERIES TITLE
0318	<u>Secretary</u>

**Broadband Level Descriptors**

**MCTSSA's mission** is to sustain combat readiness of the operating forces by ensuring C4I software is properly acquired, developed, tested and supported throughout the systems lifecycle.

### **Career Path: Administrative Support**

#### **Level 3:**

##### **Factor 1: Problem Solving**

Plans and conducts complex administrative activities. Develops rules, procedures, or operations for complex/difficult organizational tasks. Identifies issues and determines approaches and methods to accomplish tasks. Initiates effective actions and resolves related conflicts. Identifies issues requiring new procedures and develops appropriate guidelines.

##### **Factor 2: Teamwork/Cooperation**

Works with others on complex issues/problems that may cross-functional areas. Applies expertise in resolving complex administrative issues. Promotes and maintains environment for cooperation/teamwork. Sets tone for internal/external cooperation. Leads and guides others in formulating and executing plans in support of team goals.

##### **Factor 3: Customer Relations**

Identifies, defines, and guides administrative efforts in support of customer interactions; coordinates and focuses activities to support multiple customers. Establishes customer alliances and translates needs to customer service. Works independently with customers at all levels to define services and resolve non-routine problems.

##### **Factor 4: Leadership/Supervision**

Provides guidance to individuals/teams; resolves conflicts. Expertise solicited by others. Guides and accounts for results or activities of individuals, teams, or projects. Promotes individual/team development; leads development of training programs for self and others.

##### **Factor 5: Communication**

Develops and advises on administrative procedures and communicates them to all levels, both internally and externally. Prepares, reviews, and/or approves documents, reports, or briefings. Explains and/or communicates administrative/functional procedures at all levels.

##### **Factor 6: Resource Management**

Plans, acquires, and allocates resources to accomplish objectives. Coordinates resources across projects. Optimizes resource utilization across projects.

## **SECRETARY (OA)**

### **NK-0318-III**

Secretaries at this level perform administrative and clerical duties in support of the organization where there is a system of formal internal procedures and administrative controls. Exercises continuous attention to the coordination among internal or external work units.

Receives visitors and phone calls. Keeps supervisor's calendar and schedules appointments and meetings in accordance with instructions, coordinating with the supervisor as necessary.

Schedules conferences and meetings in the local area and large meetings and conferences, possibly at distant locations. Attends functions to assist in administrative details. Makes travel arrangements and prepares travel orders.

Provides advice and guidance to the organization's staff on clerical and administrative matters. May serve as a personnel liaison.

Prepares correspondence, reports, and other documents in final form. Reviews work prepared by other clerical staff. Reads and processes incoming correspondence and material.

Establishes and maintains office records of various files that may be needed or will assist in the efficient operation of the command.

Uses and manipulates a variety of office automation software in support of the organization.

Prepares budget estimates and performs other budget related duties.

Requisitions office supplies and related materials.

Performs timekeeping and labor reporting duties.